GOVERNMENT OF ANDRHA PRADESH
ABSTRACT

CAF & CS Department –CP Act, 2019 - A.P. State Consumer Disputes Redressal Commission -Consumer Protection (General) Rules, 2020 - Notification – Issued.

CONSUMER AFFAIRS, FOOD AND CIVIL SUPPLES (CS.I) DEPARTMENT

G.O.MS.No. 23 **Dated: 29-12-2020**

Read the following:

1. G.O. Ms. No. 473, Food and Agriculture (CS-III), 2-9-1987.
2. Consumer Protection Act, 2019 (35 of 2019).
3. MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (Department of Consumer Affairs), Notification dated:15-07-2020. [G.S.R.449 (E)]

ORDER:

The appended notification will be published in English and Telugu in the A.P. Gazette.

2. The Director of Printing & Stationery, Vijayawada is requested to publish the notification in the Extra ordinary issue of the A.P. Gazette immediately. The Telugu translation of the Notification will be furnished by the Director of Translation to the Director of Printing & Stationery, Vijayawada for publication of the same under intimation to this Department and General Administration Department. He is also requested to take necessary action to publish the same in the District Gazettes. He is also requested to send 200 Gazette copies of the Notification to this Department. The Director of Translation is requested to furnish forthwith the translation of the Notification into the Regional Languages concerned directly to the Director of Printing & Stationery, Vijayawada to enable them to publish the same in the A.P. Gazette and District Gazette.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

KONA SASIDHAR
E.O. SECRETARY TO GOVERNMENT

To
The Director of Printing, Stationery and Stores Purchase (Printing Wing), Vijayawada for publication of the Notification in an extraordinary issue of the Andhra Pradesh Gazette.
The Deputy Director, Government Printing Press, Kurnool for publication in the District Gazette.

Copy to:
Andhra Pradesh State Consumer Disputes Redressal Commission, Vijayawada (2 Copies).
The Commissioner of Civil Supplies, Vijayawada.
The Director General Vigilance & Enforcement Dept, Bus Bhavan, Vijayawada.
The Director of Civil Supplies, A.P. Vijayawada.
The VC & Managing Director, A.P. State Civil Supplies Corporation Ltd, Vijayawada.
The Managing Director, A.P. Markfed, A.P. Vijayawada.
The P.S to Minister for Food and Civil Supplies, A.P. Secretariat, Velagapudi.
The Deputy Director or Translation, Translation Cell, Sectt., Vijayawada – for sending Telugu version to enable to publish the same to the A.P. Gazette.
Copy to all District Collectors.
Copy to the Scrutiny Cell of Law Department, A.P. Secretariat, Velagapudi.
Copy to the Additional Secretary to Chief Minister for kind information.
Copy submitted to the Secretary,
Department of Consumer Affairs,
Ministry of Food and Public Distribution,
Krishi Bhavan, New Delhi.- 110001.
Copy to all Joint Collectors.
Copy to all District Supply Officers in the State for information and necessary action.

// FORWARDED BY ORDER //

SECTION OFFICER

CONSUMER AFFAIRS, FOOD AND CIVIL SUPPLIES DEPARTMENT

[G.O. Ms. No. , Consumer Affairs, Food & Civil Supplies (CS.II) Department, - 29-12- 2020]

NOTIFICATION

In exercise of the powers conferred by sub-section (1) of Section 102 of the Consumer Protection Act, 2019, (Central Act No. 35 of 2019), read with G.S.R.449 (E), published in Part II - Section -3, Sub-section (i) of the Gazette of India, Extraordinary, dated 15th July, 2020, the Government of Andhra Pradesh, hereby makes the following Regulations, namely:—

1. Short title and commencement. — (1) These rules may be called the Andhra Pradesh State Consumer Protection (General) Rules, 2020.

(2) They shall come into force on 20th day of July, 2020

2. Definitions:- In these rules, unless the context otherwise requires,---

(a) 'Act" means the Consumer Protection Act, 2019 (35 of 2019);

(b) 'public utility service' means any—

(i) transport service for the carriage of passengers or goods by air, road or water; or

(ii) postal, telegraph, telephone or broadband service; or

(iii)supply of power, light or water or fuel or natural gas to the public by any establishment; or (iv)insurance service; and

(v) service in, or in connection with, the working of any major port or dock;

3. Public utility services to be establishments. – Public utility services shall be establishments for the purpose of Clause (19) of section 2.

4. Certain activities to be exempt from unfair trade practice.–Permitting of the following activities carried out for promoting directly or indirectly the sale, use or supply of any product or any business interest shall be exempt from the purview of unfair trade practices, namely:–

(a) lotteries allowed under the Lotteries (Regulation) Act, 1998 (17 of 1998); and

(b) games of chance or skill not prohibited under the Public Gambling Act, 1867 (3 of 1867), which are not gambling and wherein success depends on a substantial degree of skill and not chance.

5. Manner of issuing invoice or bill or cash memo or receipt for goods sold or services rendered.– (1) Every invoice, bill, cash memo or receipt for goods sold or services rendered, issued by a seller shall have the following minimum particulars, namely:-

(a) The name and address of the seller;

(b) a consecutive serial number not exceeding sixteen characters, in one or multiple series, containing letters or numerals or special characters (hyphen or dash, and slash, symbolised as "-" and "/" respectively) and any combination thereof, unique for a financial year;

(c) the date of its issue;

(d) the name of the consumer;

(e) the description of goods or services;

(f) the quantity, in case of goods;

(g) the shipping address, where applicable;

(h) the taxable value and discounts;

(i) the rate of tax;

(j) the signature of the seller or his authorised representative;

(k) the customer care number or e-mail ID, where available, and

(l) the total price in single figure, along with the breakup price showing all the compulsory and voluntary charges, such as delivery charges, postage and handling charges, conveyance charges and the applicable tax: Provided that where such invoice, bill, cash memo or receipt is issued by a seller in electronic form, the signature of the seller is not required.

(2) The serial number on the invoice, bill, cash memo or receipt to be issued by a seller shall not be altered, removed, replaced, or erased under any circumstances.

KONA SASIDHAR
E.O. SECRETARY TO GOVERNMENT